Enterprise Incident Report August 2012

As of 9/4/2012

Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Insurance	Application Services	Dustin Crump	0 0	1 0	1 0
		Ken Ainge	0 0	3 0	3 0
		Martin Gonzalez	0 0	4 4	4 4
		Terry Forsgren	0 0	4 1	4 1
		Tony Larsen	0 0	2 0	2 0
		Assigned to Individual Total	0 0	14 5	14 5
	Application Support	Sam Howlett	0 0	5 0	5 0
		Scott VanderLinden	0 0	2 0	2 0
		Assigned to Individual Total	0 0	7 0	7 0
	Capitol Desktop Support	Paul Ross	2 1	88 78	90 79
		Tom Hanson	0 0	1 1	1 1

Insurance

			High	Low	FCR Total
Insurance	Capitol Desktop Support	Assigned to Individual Total	2 1	89 79	91 80
	Help Desk	Brenda Treadway	0 0	1 1	1 1
		Julie VanBeekum	0 0	3 3	3 3
		Vicky Marrelli	0 0	1 1	1 1
		Assigned to Individual Total	0 0	5 5	5 5
	Network Operations	Brian Chatwin	0 0	1 0	1 0
		Dave Bodily	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	2 2	2 2
		Assigned to Individual Total	0 0	2 2	2 2
	Assigned Group Total		2 1	119 91	121 92
Customer Company Total			2 1	119 91	121 92

Insurance

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents		
			Bottom Number - Missed Inital Response		
			High	Low	MIR Total
Insurance	Application Services	Dustin Crump	0 0	1 0	1 0
		Ken Ainge	0 0	3 2	3 2
		Martin Gonzalez	0 0	4 1	4 1
		Terry Forsgren	0 0	4 0	4 0
		Tony Larsen	0 0	2 0	2 0
		Assigned to Individual Total	0 0	14 3	14 3
	Application Support	Sam Howlett	0 0	5 1	5 1
		Scott VanderLinden	0 0	2 0	2 0
		Assigned to Individual Total	0 0	7 1	7 1
	Capitol Desktop Support	Paul Ross	2 0	88 4	90 4
		Tom Hanson	0 0	1 0	1 0

Insurance

			High	Low	MIR Total
Insurance	Capitol Desktop Support	Assigned to Individual Total	20	894	914
	Help Desk	Brenda Treadway	00	10	10
		Julie VanBeekum	00	30	30
		Vicky Marrelli	00	10	10
		Assigned to Individual Total	00	50	50
	Network Operations	Brian Chatwin	00	10	10
		Dave Bodily	00	10	10
		Assigned to Individual Total	00	20	20
	Voice Operations	Romanza Hamblin Sorensen	00	20	20
		Assigned to Individual Total	00	20	20
	Assigned Group Total		20	1198	1218
Customer Company Total			20	1198	1218

Enterprise Incident Report August 2012

As of 9/4/2012

Insurance

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	**Low**	**ATTIR Total**
Insurance	Application Services	Dustin Crump	0 0.00	1 0.07	1 0.07
		Ken Ainge	0 0.00	3 1.18	3 1.18
		Martin Gonzalez	0 0.00	4 0.32	4 0.32
		Terry Forsgren	0 0.00	4 0.44	4 0.44
		Tony Larsen	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	0 0.00	14 0.47	14 0.47
	Application Support	Sam Howlett	0 0.00	5 1.24	5 1.24
		Scott VanderLinden	0 0.00	2 0.47	2 0.47
		Assigned to Individual Total	0 0.00	7 1.02	7 1.02
	Capitol Desktop Support	Paul Ross	2 0.12	88 0.08	90 0.08
		Tom Hanson	0 0.00	1 0.44	1 0.44

Enterprise Incident Report August 2012

As of 9/4/2012

Insurance

			High	Low	ATTIR Total
Insurance	Capitol Desktop Support	Assigned to Individual Total	2 0.12	89 0.08	91 0.08
	Help Desk	Brenda Treadway	0 0.00	1 0.00	1 0.00
		Julie VanBeekum	0 0.00	3 0.17	3 0.17
		Vicky Marrelli	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	5 0.10	5 0.10
	Network Operations	Brian Chatwin	0 0.00	1 0.52	1 0.52
		Dave Bodily	0 0.00	1 0.23	1 0.23
		Assigned to Individual Total	0 0.00	2 0.38	2 0.38
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	2 0.25	2 0.25
		Assigned to Individual Total	0 0.00	2 0.25	2 0.25
	Assigned Group Total		2 0.12	119 0.19	121 0.19
Customer Company Total			2 0.12	119 0.19	121 0.19

Insurance

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Insurance	Application Services	Dustin Crump	0 0	1 0	1 0
		Ken Ainge	0 0	3 0	3 0
		Martin Gonzalez	0 0	4 3	4 3
		Terry Forsgren	0 0	4 0	4 0
		Tony Larsen	0 0	2 0	2 0
		Assigned to Individual Total	0 0	14 3	14 3
	Application Support	Sam Howlett	0 0	5 0	5 0
		Scott VanderLinden	0 0	2 0	2 0
		Assigned to Individual Total	0 0	7 0	7 0
	Capitol Desktop Support	Paul Ross	2 0	88 0	90 0
		Tom Hanson	0 0	1 0	1 0

Insurance

			High	Low	MR Total
Insurance	Capitol Desktop Support	Assigned to Individual Total	2 0	89 0	91 0
	Help Desk	Brenda Treadway	0 0	1 0	1 0
		Julie VanBeekum	0 0	3 0	3 0
		Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	5 0	5 0
	Network Operations	Brian Chatwin	0 0	1 0	1 0
		Dave Bodily	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Assigned Group Total		2 0	119 3	121 3
Customer Company Total			2 0	119 3	121 3

Enterprise Incident Report August 2012

As of 9/4/2012

Insurance

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Insurance	Application Services	Dustin Crump	0 0.00	1 1.05	1 1.05
		Ken Ainge	0 0.00	3 1.79	3 1.79
		Martin Gonzalez	0 0.00	4 8.78	4 8.78
		Terry Forsgren	0 0.00	4 1.03	4 1.03
		Tony Larsen	0 0.00	2 0.85	2 0.85
		Assigned to Individual Total	0 0.00	14 3.38	14 3.38
	Application Support	Sam Howlett	0 0.00	5 1.46	5 1.46
		Scott VanderLinden	0 0.00	2 2.48	2 2.48
		Assigned to Individual Total	0 0.00	7 1.75	7 1.75
	Capitol Desktop Support	Paul Ross	2 0.12	88 0.16	90 0.16
		Tom Hanson	0 0.00	1 1.74	1 1.74

Insurance

			High	Low	ATTR Total
Insurance	Capitol Desktop Support	Assigned to Individual Total	2 0.12	89 0.18	91 0.18
	Help Desk	Brenda Treadway	0 0.00	1	1
		Julie VanBeekum	0 0.00	3 0.23	3 0.23
		Vicky Marrelli	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	5 0.17	5 0.17
	Network Operations	Brian Chatwin	0 0.00	1 0.52	1 0.52
		Dave Bodily	0 0.00	1 0.46	1 0.46
		Assigned to Individual Total	0 0.00	2 0.49	2 0.49
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	2 0.78	2 0.78
		Assigned to Individual Total	0 0.00	2 0.78	2 0.78
	Assigned Group Total		2 0.12	119 0.70	121 0.69
Customer Company Total			2 0.12	119 0.70	121 0.69

Insurance

Detail

INC000000531365	Jordan Tolman	Application	Reporting	None		TIR Missed: Yes	3.39
Application Support	Sam Howlett		Insurance	Low	Closed	TTR Missed: No	3.85
INC000000546091	Sandy Glaze	None	None	None		TIR Missed: No	0.99
Application Support	Sam Howlett		Insurance	Low	Closed	TTR Missed: No	0.99
INC000000555517	Brent Oscarson	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross		Insurance	Low	Closed	TTR Missed: No	
INC000000555616	Grace Reinhart	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross		Insurance	Low	Closed	TTR Missed: No	0.00
INC000000555823	Donald Catmull	Application	Error	None		TIR Missed: No	0.27
Capitol Desktop Support	Paul Ross		Insurance	Low	Closed	TTR Missed: No	0.53
INC000000556104	Brent Oscarson	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross		Insurance	Low	Closed	TTR Missed: No	0.00
INC000000556438	Jilene Whitby	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross		Insurance	Low	Closed	TTR Missed: No	0.00
INC000000556440	Karon Hardman	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross		Insurance	Low	Closed	TTR Missed: No	0.00
INC000000556442	Nancy Askerlund	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross		Insurance	Low	Closed	TTR Missed: No	0.00
INC000000556449	Ross Elliott	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross		Insurance	Low	Closed	TTR Missed: No	0.00
INC000000556450	Tracy Klausmeier	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross		Insurance	Low	Closed	TTR Missed: No	0.00
INC000000556451	Tanji Northrup	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross		Insurance	Low	Closed	TTR Missed: No	0.00
INC000000556453	Troy Stover	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross		Insurance	Low	Closed	TTR Missed: No	0.00
INC000000556455	Travis Wegkamp	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross		Insurance	Low	Closed	TTR Missed: No	0.00
INC000000556473	Travis Wegkamp	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross		Insurance	Low	Closed	TTR Missed: No	
INC000000556670	Mary Dy	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross		Insurance	Low	Closed	TTR Missed: No	0.19

Insurance

INC000000556689	Mary Dy	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000556807	Nancy Askerlund	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000556952	Tammy Minson	Application	Reporting	Novell GroupWise		TIR Missed: No	0.44
Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed	TTR Missed: No	1.74
INC000000557784	Brett Decow	Application	None	Novell GroupWise		TIR Missed: No	0.10
Application Services	Martin Gonzalez	Insurance	Low	Closed	TTR Missed: No	0.25
INC000000557879	Dava Berlinger-Butler	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000557979	Kris Redmond	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000558023	Aaron Phillips	None	None	None		TIR Missed: No	0.48
Help Desk	Julie VanBeekum	Insurance	Low	Closed	TTR Missed: No	0.57
INC000000558203	Brett Decow	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	
INC000000558243	Steven B Price	Application	Password	None		TIR Missed: No	0.87
Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	0.87
INC000000558257	Brett Decow	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000558325	Sandy Glaze	None	None	None		TIR Missed: No	0.00
Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	0.65
INC000000558464	Michael Covington	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000558499	Grace Reinhart	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000558512	Shane Tiernan	Network	Performance	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000558546	Teresa Trusty	None	None	None		TIR Missed: Yes	1.37
Application Services	Ken Ainge	Insurance	Low	Closed	TTR Missed: No	2.04
INC000000558577	Diane Perucca	Application	Error	Novell GroupWise		TIR Missed: Yes	1.00
Application Services	Martin Gonzalez	Insurance	Low	Closed	TTR Missed: Yes	11.47
INC000000558585	Malis Rasmussen	Application	None	ZENworks for Desktops		TIR Missed: No	0.88
Application Services	Ken Ainge	Insurance	Low	Closed	TTR Missed: No	1.86

Insurance

INC000000558623	Laura Shepherd	Application	None	None		TIR Missed: No	0.48
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	0.48
INC000000558633	Jaimee George	Application	Error	Citrix ICA Client		TIR Missed: Yes	1.29
Application Services	Ken Ainge	Insurance	Low	Closed		TTR Missed: No	1.46
INC000000558710	Linda Hardy	Application	Password	None		TIR Missed: No	0.28
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	0.28
INC000000558742	Steven B Price	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	0.00
INC000000558764	David Snowball	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	0.00
INC000000558765	Linda Hardy	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	0.00
INC000000558978	Lorry Herrera	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	0.00
INC000000559168	Diane Perucca	Application	Error	None		TIR Missed: Yes	1.26
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	1.76
INC000000559171	Sandy Glaze	Application	Error	PGP		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Insurance	Low	Closed		TTR Missed: No	
INC000000559179	Mark Wiedeman	Application	Password	Novell GroupWise		TIR Missed: Yes	1.24
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	2.63
INC000000559414	Allen Hart	None	None	None		TIR Missed: No	0.00
Application Services	Tony Larsen	Insurance	Low	Closed		TTR Missed: No	0.40
INC000000559419	Mark Wiedeman	Application	None	Novell GroupWise		TIR Missed: No	0.16
Application Services	Martin Gonzalez	Insurance	Low	Closed		TTR Missed: Yes	16.07
INC000000559455	Sandy Glaze	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	0.00
INC000000559459	Sandy Glaze	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	0.00
INC000000559461	Sandy Glaze	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	0.00
INC000000559466	Jenifer Christian	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed		TTR Missed: No	0.00
INC000000559474	Aaron Phillips	None	None	None		TIR Missed: No	0.00
Application Services	Tony Larsen	Insurance	Low	Closed		TTR Missed: No	1.30

Insurance

INC000000559658	David Snowball	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00
INC000000559660	Jenifer Christian	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00
INC000000559731	Luanne Winters	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00
INC000000559846	Brett Decow	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00
INC000000559956	Mary Dy	Application	None	Novell GroupWise			TIR Missed:	No	0.00
	Application Services	Martin Gonzalez	Insurance	Low		Closed	TTR Missed:	Yes	7.34
INC000000560120	Grace Reinhart	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00
INC000000560250	Dava Berlinger-Butler	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00
INC000000560563	Luanne Winters	None	None	None			TIR Missed:	No	0.52
	Network Operations	Brian Chatwin	Insurance	Low		Closed	TTR Missed:	No	0.52
INC000000560823	Heidi Petermann	Print/Copy/Scan/Fax	Error Code	None			TIR Missed:	No	0.22
	Application Support	Scott VanderLinden	Insurance	Low		Closed	TTR Missed:	No	0.99
INC000000561321	Ross Elliott	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00
INC000000561458	Mark Wiedeman	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00
INC000000561497	Mark Wiedeman	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00
INC000000561780	William Stimpson	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00
INC000000562032	Daniel Rodriguez	Network	Performance	Novell eDirectory			TIR Missed:	Yes	1.02
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	1.06
INC000000562127	Mark Wiedeman	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00
INC000000562559	Sandy Glaze	Print/Copy/Scan/Fax	None	None			TIR Missed:	Yes	1.13
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	1.13
INC000000562637	Daniel Rodriguez	None	None	None			TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low		Closed	TTR Missed:	No	0.00

Insurance

INC000000562644	Daryl Bell	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	
INC000000562650	Luanne Winters	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	
INC000000562655	Daniel Rodriguez	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000562805	Mark Wiedeman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	
INC000000562856	Allen Hart	PC/Laptop	Hardware	None		TIR Missed: No	0.25
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.50
INC000000563325	William Stimpson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000563539	Grace Reinhart	Telecom	Voice Mail	Telephone		TIR Missed: No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Insurance	Low	Closed	TTR Missed: No	0.48
INC000000563639	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000563693	Victoria Wang	Telecom	Voice Mail	Telephone		TIR Missed: No	0.34
	Voice Operations	Romanza Hamblin Sorensen	Insurance	Low	Closed	TTR Missed: No	1.09
INC000000564022	Beth Crim	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.11
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.12
INC000000564077	Gail Fielding	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000564094	Mark Wiedeman	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000564828	Shane Tiernan	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000564917	Daniel Rodriguez	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000564921	Daniel Rodriguez	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.58
INC000000565074	Mary Dy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000565081	Gail Fielding	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

Insurance							

INC000000565085	Anna Weidauer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000565162	Ross Elliott	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000565428	Ramona Goodwin	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000565435	Gail Fielding	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000565439	Anna Weidauer	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000565594	Mike Mayberry	None	None	None		TIR Missed: No	0.00
	Application Services	Terry Forsgren	Insurance	Low	Resolved	TTR Missed: No	1.94
INC000000565693	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000565922	Mark Kleinfield	PC/Laptop	Error	None		TIR Missed: No	0.72
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	2.08
INC000000565991	Neal Gooch	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.23
	Capitol Desktop Support	Paul Ross	Insurance	High	Resolved	TTR Missed: No	0.23
INC000000566381	Jenifer Christian	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000566454	Neal Gooch	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	High	Resolved	TTR Missed: No	0.00
INC000000566522	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000566643	William Stimpson	Application	None	None		TIR Missed: No	0.93
	Application Support	Sam Howlett	Insurance	Low	Resolved	TTR Missed: No	0.93
INC000000566915	Brett Decow	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000567103	Colette Sawyer	Network	Incident	None		TIR Missed: No	0.98
	Application Services	Terry Forsgren	Insurance	Low	Resolved	TTR Missed: No	0.98
INC000000567184	Dan Applegarth	None	None	None		TIR Missed: No	0.23
	Network Operations	Dave Bodily	Insurance	Low	Resolved	TTR Missed: No	0.46
INC000000567253	Donald Catmull	Application	Error	Citrix ICA Client		TIR Missed: No	0.23
	Application Services	Terry Forsgren	Insurance	Low	Resolved	TTR Missed: No	0.65

Insurance

INC	Customer / Group	Type	Item	Sub	Assignee	Dept	Priority	Status	TIR/TTR Missed	Value
INC000000567275	Donald Catmull	None	None	None					TIR Missed: No	0.54
	Application Services	Terry Forsgren		Insurance			Low	Resolved	TTR Missed: No	0.54
INC000000567487	Dan Applegarth	None	None	None					TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross		Insurance			Low	Resolved	TTR Missed: No	
INC000000567650	Dan Applegarth	None	None	None					TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross		Insurance			Low	Resolved	TTR Missed: No	0.44
INC000000567762	Anna Weidauer	None	None	None					TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross		Insurance			Low	Resolved	TTR Missed: No	
INC000000567992	Betsy Jerome	None	None	None					TIR Missed: No	0.72
	Application Support	Scott VanderLinden		Insurance			Low	Resolved	TTR Missed: No	3.97
INC000000568626	Lorry Herrera	PC/Laptop	Hardware	None					TIR Missed: No	0.16
	Capitol Desktop Support	Paul Ross		Insurance			Low	Resolved	TTR Missed: No	1.13
INC000000569060	Mark Wiedeman	None	None	None					TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross		Insurance			Low	Resolved	TTR Missed: No	0.00
INC000000569130	Lorry Herrera	None	None	None					TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross		Insurance			Low	Resolved	TTR Missed: No	0.00
INC000000569444	Linda Hardy	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None					TIR Missed: No	0.15
	Capitol Desktop Support	Paul Ross		Insurance			Low	Resolved	TTR Missed: No	0.46
INC000000570198	Mark Wiedeman	None	None	None					TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross		Insurance			Low	Resolved	TTR Missed: No	0.00
INC000000570334	William Stimpson	None	None	None					TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross		Insurance			Low	Resolved	TTR Missed: No	0.00
INC000000570422	Tracy Klausmeier	None	None	None					TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross		Insurance			Low	Resolved	TTR Missed: No	0.00
INC000000570424	Anna Weidauer	None	None	None					TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross		Insurance			Low	Resolved	TTR Missed: No	0.00
INC000000570510	Laura Shepherd	None	None	None					TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross		Insurance			Low	Resolved	TTR Missed: No	0.00
INC000000570671	Tracy Klausmeier	None	None	None					TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross		Insurance			Low	Resolved	TTR Missed: No	0.00
INC000000571266	Betsy Jerome	None	None	None					TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross		Insurance			Low	Resolved	TTR Missed: No	0.00
INC000000571440	Dan Applegarth	Mobile Devices	None	iPhone					TIR Missed: No	0.07
	Application Services	Dustin Crump		Insurance			Low	Resolved	TTR Missed: No	1.05

Insurance

INC000000571517	Brett Decow	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000571702	Travis Wegkamp	Application	Password	PGP		TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000571922	Teresa Trusty	Application	None	State Payroll Time Entry System		TIR Missed:	No	0.02
	Help Desk	Julie VanBeekum	Insurance	Low	Resolved	TTR Missed:	No	0.13